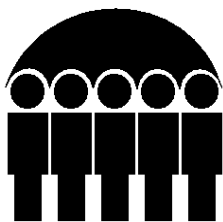


Revised July 1, 2005

Employees' Manual
Title 11
Chapter W

SPECIAL ABSTRACTS AND REFUNDS



Iowa
Department
of
Human Services

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OVERVIEW

Under federal law, all child support payments must be posted to the Iowa Collections and Reporting system (ICAR). However, some may be receipted (or received) in error and some may be undistributed or distributed in error.

The Child Support Recovery Unit uses special abstracts and refunds to correct distribution of receipts on ICAR. For audit and security reasons, only designated staff may approve adjustments to correct these payments. They are called “authorizing workers.”

The special abstract and refund processes allow you to use ICAR to instruct the Collection Services Center (CSC) to correct payments. You can:

- ◆ Send money to the obligee or the other state through the special abstract process when ICAR distributes the money to the state of Iowa, but it needs to be distributed to the obligee or another state. Use the Process Special Abstracts (PRSPECAB) screen to complete a request for a special abstract. An authorizing worker must approve the special abstract before you send it to CSC to create a warrant. See **SPECIAL ABSTRACTS**.
- ◆ Return money to the obligor or another payor through the refund process when the money is received or distributed incorrectly. Use the Process Refunds (PRREFUND) screen to complete a request for a refund. An authorizing worker must approve the refund before you send it to CSC to create a warrant. See **REFUNDS**.

Note: Check with your supervisor or the Worker Maintenance (WORKER) screen to identify persons authorized to approve your special abstracts and refunds. Authorizing workers cannot approve special abstracts or refunds on their own cases. Another authorizing worker must approve those special abstracts and refunds.

ICAR documents the steps you use in the correction process through narratives. These narratives allow for review and audits. If an authorizing worker or CSC denies the request, ICAR issues a narrative (SABRE7 for abstracts or SABRE1 for refunds) explaining the reason for denial and a calendar flag (SABRE2 for abstracts or SABRE1 for refunds) to notify you of the denial.

OVERVIEW

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Chapter W Special Abstracts and Refunds

In addition to the special abstracts and refunds processes, you can make other accounting changes as follows:

- ◆ Use the account type change process to move small amounts of money from one account type to another. To correct balances due the obligee or the state, use the Balance Adjustments – CS (BALADJCS) or the Balance Adjustments – FC (BALADJFC) screens to move these small amounts of money to ensure proper distribution of payments.
- See the distribution process for more information on adjusting balances through the use of these screens and the account type change process.
- ◆ Use the transferring payments process to transfer unidentified payments from the unidentified payments case to the correct case or payments between cases if the payment is misapplied. See the distribution process on how to handle these types of payments.

SELECTING RECEIPTS FOR SPECIAL ABSTRACTS OR REFUNDS

Before completing a special abstract or refund request you must select the receipts for special abstract or refund from the payment history. To access payment history press the PF12 key while on the PRSPECAB or the PRREFUND screen. ICAR displays the Case Payment History (PAYHIST) screen for the case.

To select a receipt, press the TAB key until the cursor is in the far right hand column of the receipt you want abstracted or refunded and enter an “S” in the TF field. Press the PF12 key to return to the PRSPECAB or the PRREFUND screen.

Note: You may select multiple receipts for each special abstract or refund. To include more than one receipt in a request, enter “S” beside all the desired payments before you press the PF12 key.

If you select more receipts than ICAR can display on a single page of the PRSPECAB or PRREFUND screen, ICAR adds pages to the request to hold all of the receipts you select. To view the additional receipts on the PRSPECAB or PRREFUND screen, press the PF7 key to move backward and press the PF8 key to move forward. ICAR displays a page number in the upper right hand corner of the screen when multiple pages exist for the PRSPECAB or PRREFUND screen.

SPECIAL ABSTRACTS

Use special abstracts to:

- ◆ Send a payment to an obligee or to another state.
- ◆ Distribute a payment in hold from one account type to another account type, e.g., move money from account type 12 to an account type 14.

Typical situations requiring a request for a special abstract include, but are not limited to:

- ◆ Current support collected exceeds FIP paid to the family.
- ◆ ICAR distributed a payment to the state before changing a child's account type from an assistance type to a non-assistance type.
- ◆ The Unit collected the current month's support and the obligee also received public assistance in another state. The Unit must send the payment to the other state.
- ◆ A payment distributed in error to the arrearage owed to the state and must be sent to the obligee.

To complete a request for a special abstract, access the PRSPECAB screen.

Process Special Abstracts Screen

To access the PRSPECAB screen, type PRSPECAB in the NEXT SCREEN field on any ICAR screen and press the ENTER key. ICAR displays the following screen:

D479HR40	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 11/18/04
		TIME: 11:09:12
		PAGE: 1
CASE NUMBER :		PAYOR NAME :
SEND TO AUTH WRKR .. :	APPRD?	PAYEE NAME :
SEND WARRANT TO... :		APPROVE/DENY? .. : (A=APPROVE, D=DENY)
NAME..... :		
ADDRESS LINE 1.... :		
ADDRESS LINE 2.... :		WORKER ID:
CITY/STATE/ZIP.... :		
RECEIPT BATCH SQ	RECEIPT	AMT ON SPEC AB FROM TO FND
CRDT'D DATE NO	NUMBER	PAYHIST AMOUNT A/T A/T SRC S
FIP ISSD IN MNTH OF S/A?.... : FIP RETRND?... : FIP INCLD IN COMP?.... :		
REBATE ISSD IN MNTH OF S/A?.. : REBT RETRND?... : REBATE INCLD IN COMP?.. :		
AMOUNT OF FIP: AMOUNT OF REBATE:		
COMMENTS:		
PF2=ADD,PF3=MOD,PF4=DEL, PF5=INQ, PF6=PROCESS, PF7=BKWD,PF8=FRWD, PF9=REFRESH		
PF11=NEXT REQUEST, PF12=PAYHIST, PF13=NARRCASE, PF14=OBLIGHST, CLEAR=RETURN		
NEXT SCREEN: NOTES:		
PLEASE ENTER CASE NUMBER		

Fields, descriptions and values for the PRSPECAB screen are:

- ◆ **CASE NUMBER:** Enter a valid ICAR case number and press the PF5 key.
- ◆ **PAYOR NAME:** ICAR displays the name of the obligor as shown on the PAYOR screen.
- ◆ **SEND TO AUTH WRKR:** Enter the four-character identification number of any worker who can authorize special abstracts for your office. This is usually the supervisor or lead worker in your office. Check the WORKER screen to determine a worker ID to enter in this field. You must enter this information to proceed to the next step in the special abstract process.
- ◆ **APPRD?:** ICAR displays a “Y” when the authorizing worker approves the special abstract and forwards it to CSC for completion. ICAR issues a narrative (SABRE10) to document that the special abstract was sent to CSC.

ICAR displays an “N” when the authorizing worker denies the request. ICAR issues a narrative (SABRE7) for the authorizing worker to complete with the reason for denial and issues a calendar flag (SABRE2) to notify you of the denial.
- ◆ **PAYEE NAME:** ICAR displays the name of the obligee as shown on the PAYEE screen.

- ◆ **SEND WARRANT TO:** Enter “PE” to send the money to the obligee on the case. Enter “IN” (initiating) to send the money to another state. When you enter “IN,” ICAR requires you to enter the receiving state’s five-digit FIPS code for the location receiving the payment in the space following the SEND WARRANT TO field.

Note: If the case is in account type 15 and there is a “Y” in the SEND TO OBLIGEE field on the OBLIGATION (OBLIG) screen, enter “PE” in this field to send the money to the obligee.

- ◆ **APPROVE/DENY:** The authorizing worker and CSC enter “A” to approve or “D” to deny the special abstract. See **Authorizing Worker Approves, Modifies, Denies or Deletes** or **CSC Worker Approves, Modifies, Denies or Deletes**.

- ◆ **NAME:** When you add the request on PRSPECAB, ICAR displays the obligee’s or other state’s name as determined by the “PE” or “IN” in the SEND WARRANT TO field. ICAR bypasses this field if there is no address on the PAYEE or FIPS screen. See 9-E, **CASE SETUP**.

- ◆ **ADDRESS LINE 1:** When you add the request on PRSPECAB, ICAR displays the obligee’s mailing address as shown in the MAIL ADDR LN 1 field on the PAYEE screen or the other state’s street address as shown on the STREET ADDRESS field on the FIPS screen, as determined by the “PE” or “IN” in the SEND WARRANT TO field.

ICAR bypasses this field if there is no address on the PAYEE or FIPS screen. See 9-E, **CASE SETUP**.

- ◆ **ADDRESS LINE 2:** When you add the request on PRSPECAB, ICAR displays the obligee’s mailing address as shown in the MAIL ADDR LN 2 field on the PAYEE screen or the other state’s street address as shown on the second line of the STREET ADDRESS field from the FIPS screen, as determined by the “PE” or “IN” in the SEND WARRANT TO field.

ICAR bypasses this field if there is no address on the PAYEE or FIPS screen. See 9-E, **CASE SETUP**.

- ◆ **CITY/STATE/ZIP:** When you add the request on PRSPECAB, ICAR displays the obligee’s mailing address as shown in the CITY/STATE/ZIP field on the PAYEE screen or the other state’s city, state, and ZIP Code as shown on the CITY/STATE/ZIP field from the FIPS screen, as determined by the “PE” or “IN” in the SEND WARRANT TO field.

ICAR bypasses this field if there is no address on the PAYEE or FIPS screen. See 9-E, **CASE SETUP**.

- ◆ **WORKER ID:** ICAR displays your worker ID when you add the request to the case.
- ◆ **RECEIPT CRDT'D:** ICAR displays the receipt credited date of the payment you selected for special abstract on the PAYHIST screen.
- ◆ **BATCH DATE:** ICAR displays the batch date of the payment you selected for special abstract on the PAYHIST screen.
- ◆ **SQ NO:** ICAR displays the sequence number of the payment you selected for special abstract on the PAYHIST screen.
- ◆ **RECEIPT NUMBER:** ICAR displays the receipt number of the payment you selected for special abstract on the PAYHIST screen.
- ◆ **AMT ON PAYHIST:** ICAR displays the amount of the payment you selected for special abstract on the PAYHIST screen.
- ◆ **SPEC AB AMOUNT:** ICAR displays only the net amount allocated if there are negative adjustments associated with the receipt. Change the amount if you do not need to abstract the entire amount displayed.

Note: You cannot abstract more money than is available through the receipt. If part of the receipt is already abstracted, ICAR allows you to abstract only the remaining portion of the receipt.

- ◆ **FROM A/T:** ICAR displays the current account type of the payment you selected for special abstract on the PAYHIST screen.
- ◆ **TO A/T:** If ICAR should apply a payment to a different account type balance, enter a valid account type in this field. You cannot enter account types 10, 11, and 13. See the distribution process for these account types.

Note: To abstract a warrant to send to another state, as indicated by the FIPS code in the PAYMENT FIPS field on the OBLIG screen, you must enter 14, 15, 16, or 19 in this field; however, unless there is an "N" in the SEND TO PAYEE field on the OBLIG screen, ICAR sends the warrant to the obligee. Change the "Y" to "N" in the SEND TO PAYEE field to send the warrant to the other state.

- ◆ **FND SRC:** ICAR displays the fund source of the payment you selected for special abstract on the PAYHIST screen. See 11-T, **DISTRIBUTION**.
- ◆ **S:** Enter "S" to select a receipt if you need to modify the amount in the SPEC AB AMOUNT field.

- ◆ **FIP ISSD IN MNTH OF S/A?:** You must complete this field if you abstract money that applied to an account type 11. Enter “Y” if the obligee received a FIP grant in the same month the receipt was credited. Enter “N” if the obligee did not receive a FIP grant in the same month the receipt was credited.
- ◆ **FIP RETRND?:** Enter “Y” or “N” to indicate whether the obligee returned the entire FIP grant.
- ◆ **FIP INCLD IN COMP?:** Enter “Y” or “N” to indicate if you used the amount of the FIP grant kept by the obligee in your calculation of the money that should be sent to the obligee.
- ◆ **REBATE ISSD IN MONTH OF S/A?:** Enter “Y” or “N” to indicate if the obligee received a rebate in the same month as the receipt you are abstracting.
- ◆ **REBT RETRND?:** Enter “Y” or “N” to indicate whether the obligee returned the entire rebate.
- ◆ **REBATE INCLD IN COMP?:** Enter “Y” or “N” to indicate if you used the amount of the rebate kept by the obligee in your calculation of the money that should be sent to the obligee.
- ◆ **AMOUNT OF FIP:** Enter the dollar amount of the FIP grant, if you entered “Y” in the FIP INCLD IN COMP? field.
- ◆ **AMOUNT OF REBATE:** Enter the dollar amount of the rebate, if you entered “Y” in the REBATE INCLD IN COMP? field.
- ◆ **COMMENTS:** Enter up to two lines of free form text to explain the reason for the abstract to the authorizing worker and CSC. See **Authorizing Worker Approves, Modifies, Denies or Deletes** or **CSC Worker Approves, Modifies, Denies or Deletes**.

Function keys for the PRSPECAB screen are:

- | | |
|---------|---|
| PF2=ADD | Use this key to add the special abstract request to the case. |
| PF3=MOD | Use this key to change any information on the special abstract request. |
| PF4=DEL | Use this key to delete any special abstract on the case. You may delete a special abstract anytime before approval by the authorizing worker. |

PF5=INQ	Use this key to display a special abstract request on the case. If a special abstract exists, ICAR displays the information. If not, ICAR displays a screen with only the obligor and obligee names.
PF6=PROCESS	Authorizing workers and CSC use this key to approve or deny a special abstract.
PF7=BKWD	Use this key to page backward through multiple pages within the special abstract if you selected more than three receipts on the PAYHIST screen.
PF8=FRWD	Use this key to page forward through multiple pages within the special abstract if you selected more than three receipts on the PAYHIST screen.
PF9=REFRESH	Use this key to blank out any special abstract in order to add a new special abstract to the case.
PF11=NEXT REQUEST	Use this key to display each special abstract if there are multiple special abstracts on the case.
PF12=PAYHIST	Use this key to display the PAYHIST screen. You must display the PAYHIST screen in order to select the receipts included in the special abstract.
PF13=NARRCASE	Use this key to display the Case Narrative View/Select (NARRCASE) screen. Sometimes it is helpful to review narratives when creating a special abstract. This review could help determine which receipts to select or what message to enter into comments to explain why the special abstract is necessary.
PF14=OBLIGHST	Use this key to display the Obligation History (OBLIGHST) screen. Verifying the amount of current support due is helpful when sending funds to obligees.
CLEAR=RETURN	Use this key to leave the screen. Also use this key on any screen accessed with a function key to return to the PRSPECAB screen. Your keyboard may display the label "PAUSE" or "BREAK" instead of "CLEAR."

Creating the Special Abstract

Once you determine it is necessary to special abstract funds, access the PRSPECAB screen. ICAR displays a blank PRSPECAB screen. Press the PF12 key to access the PAYHIST screen. After you select the receipts for special abstract on the PAYHIST screen, press the PF12 key to return to the PRSPECAB screen. ICAR displays the information from the selected receipts in the appropriate fields on the PRSPECAB screen.

Enter all the appropriate information in the fields detailed above and press the PF2 key to add the special abstract request to the case. ICAR issues a narrative (SABRE8) documenting the request for a special abstract.

Note: The worker requesting a special abstract, the authorizing worker, and CSC all use the PRSPECAB screen to process special abstracts. Each worker has access to the fields on the screen necessary to complete the required action for that worker's process.

REFUNDS

Use the refund process to return child support payments to the person or entity that made the payment. This person or entity may be the obligor, a clerk of court, another state or an income withholder. You may refund both allocated and rejected payments. A refund may be less than the total payment received but never more. Request a refund to return a payment to:

- ◆ The obligor if the payment distributed to the case in error.
- ◆ The obligor if the payment did not apply to the case.
- ◆ Someone other than the obligor if the payment applied to the case in error.

Typical situations requiring a request for a refund include, but are not limited to:

- ◆ Income withholding that causes an overpayment on the case. The overpayment may be for the current month or for the total due on the case. Only rejected payments should be refunded in this situation unless the receipts are subject to mandatory income withholding (MIW) improperly withheld procedures. See the income withholding process.
- ◆ The case is paid in full. No other payment can apply to the case.
- ◆ The clerk of court sent the payment to the Unit in error.

REFUNDS

Process Refunds Screen

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◆ ICAR cannot apply all or a portion of a federal tax offset to the case because:

- A delinquency no longer exists on the case.
- The offset exceeds the certified arrearage.

To request a refund, access the PRREFUND screen.

Process Refunds Screen

To access the PRREFUND screen, type PRREFUND in the NEXT SCREEN field on any ICAR screen and press the ENTER key. ICAR displays the following screen:

D479HR41	IOWA COLLECTION AND REPORTING SYSTEM					DATE: 11/18/04		
	PROCESS REFUNDS					TIME: 11:12:24		
CASE NUMBER.....:			PAYOR NAME.....:		PAGE: 1			
SEND TO AUTH WRKR.:	APPRD?	N	PAYEE NAME.....:					
SEND WARRANT TO...:			APPROVE/DENY?..:		(A=APPROVE, D=DENY)			
NAME (LFMS).....:								
ADDRESS LINE 1....:								
ADDRESS LINE 2....:								
CITY/STATE/ZIP....:			-		WORKER ID :			
COUNTRY.....:								
RECEIPT	BATCH	SQ	RECEIPT	AMT ON	REFUND	RSN FOR	FROM	FND
CRDT'D	DATE	NO	NUMBER	PAYHIST	AMOUNT	REFUND	A/T	SRC S
COMMENTS:								
PF2=ADD,PF3=MOD,PF4=DEL, PF5=INQ, PF6=PROCESS, PF7=BKWD,PF8=FRWD, PF9=REFRESH								
PF11=NEXT REQUEST, PF12=PAYHIST, PF13=NARRCASE, PF14=OBLIGHST, CLEAR=RETURN								
NEXT SCREEN:			NOTES:					
PLEASE ENTER CASE NUMBER								

Fields, descriptions and values for the PRREFUND screen are:

- ◆ **CASE NUMBER:** Enter a valid ICAR case number and press the PF5 key.
- ◆ **PAYOR NAME:** ICAR displays the name of the obligor as shown on the PAYOR screen.
- ◆ **SEND TO AUTH WRKR:** Enter the four-character ID of any worker who can authorize refunds for your office. This is usually the supervisor or lead worker in your office. Check the WORKER screen to determine a worker ID to enter in this field. You must enter this information to proceed to the next step in the refund process.

- ◆ **APPRD?:** ICAR displays a “Y” when the authorizing worker approves the refund and forwards it to CSC for completion. ICAR issues a narrative (SABRE11) to document that the refund was sent to CSC.

ICAR displays an “N” when the authorizing worker denies the request. ICAR issues a narrative (SABRE1) for the authorizing worker to complete with the reason for denial and issues a calendar flag (SABRE1) to notify you of the denial.
- ◆ **PAYEE NAME:** ICAR displays the name of the obligee as shown on the PAYEE screen.
- ◆ **SEND WARRANT TO:** Enter “P1” to send the money to the obligor on the case. Enter “OT” (other) to send the money to someone else.
- ◆ **APPROVE/DENY?:** The authorizing worker and CSC enter “A” or “D” to approve or deny the refund. See **Authorizing Worker Approves, Modifies, Denies or Deletes** or **CSC Worker Approves, Modifies, Denies or Deletes**.
- ◆ **NAME (LFMS):** When you add the request on PRREFUND, ICAR displays the obligor’s name as shown in the NAME (LFMS) field on the PAYOR screen if you entered “P1” in the SEND WARRANT TO field. If you entered “OT” in the SEND WARRANT TO field, ICAR requires you to add the name of the entity to receive the warrant.
- ◆ **ADDRESS LINE 1:** When you add the request on PRREFUND, ICAR displays the obligor’s mailing address as shown in the MAIL ADDR LINE 1 field on the PAYOR screen, or enter the first line of the address of the entity to receive the warrant.
- ◆ **ADDRESS LINE 2:** When you add the request on PRREFUND, ICAR displays the obligor’s mailing address as shown in the MAIL ADDR LINE 2 field on the PAYOR screen or enter the second line of the address of the entity to receive the warrant.
- ◆ **CITY/STATE/ZIP:** When you add the request on PRREFUND, ICAR displays the obligor’s mailing address as shown in the CITY/STATE/ZIP field on the PAYOR screen or enter the city, state, and ZIP Code of the entity to receive the warrant.
- ◆ **WORKER ID:** ICAR displays your worker identification number when you add the request to the case.
- ◆ **COUNTRY:** When you add the request on PRREFUND, ICAR displays the country if there is an entry in the COUNTRY field on the PAYOR screen. If the person or entity receiving the warrant is not the obligor, you must enter the country if other than the United States.

REFUNDS

Process Refunds Screen

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- ◆ **RECEIPT CRDT'D:** ICAR displays the receipt credited date of the payment you selected for refund on the PAYHIST screen.
- ◆ **BATCH DATE:** ICAR displays the batch date of the payment you selected for refund on the PAYHIST screen.
- ◆ **SQ NO:** ICAR displays the sequence number of the payment you selected for refund on the PAYHIST screen.
- ◆ **RECEIPT NUMBER:** ICAR displays the receipt number of the payment you selected for refund on the PAYHIST screen.
- ◆ **AMT ON PAYHIST:** ICAR displays the amount of the payment you selected for refund on the PAYHIST screen.
- ◆ **REFUND AMOUNT:** ICAR displays only the net amount allocated if there are negative adjustments associated with the receipt. Change the amount if you do not need to refund the entire amount displayed.

Note: You cannot refund more money than is available through the receipt. If part of the receipt is already refunded, ICAR allows you to refund only the remaining portion of the receipt.

- ◆ **RSN FOR REFUND:** When you add the request on PRREFUND, ICAR displays a reason code based on the fund source of the payment you selected for refund on the PAYHIST screen. Valid entries are:

B: Child support return
D: Federal tax offset return
L: State tax offset return

ICAR displays the following reason code when "OT" is entered in the SEND WARRANT TO field on PRREFUND:

M: Miscellaneous error return.

See **Authorizing Worker Approves, Modifies, Denies or Deletes.**

- ◆ **FROM A/T:** ICAR displays the current account type of the payment you selected for refund on the PAYHIST screen. See the distribution process for information on account types.
- ◆ **FND SRC:** ICAR displays the fund source of the payment you selected for refund on the PAYHIST screen. See the distribution process for information on fund sources.

- ◆ S: Enter “S” to select a receipt if you need to modify the amount of the refund. ICAR displays a “D” if the receipt is unavailable for refund because it was previously selected for an adjustment.
- ◆ COMMENTS: Enter up to two lines of free-form text to explain the reason for the refund to the authorizing worker and CSC. See **Authorizing Worker Approves, Modifies Denies or Deletes** or **CSC Worker Approves, Modifies, Denies or Deletes**.

Function keys for the PRREFUND screen are:

PF2=ADD	Use this key to add the refund request to the case.
PF3=MOD	Use this key to change any information on the refund request.
PF4=DEL	Use this key to delete any refund on the case. You may delete a refund anytime before approval by the authorizing worker.
PF5=INQ	Use this key to display a refund request on the case. If a refund exists, ICAR displays the information. If a refund does not exist, ICAR displays a screen with only the obligor and obligee names.
PF6=PROCESS	Authorizing workers and CSC use this key to approve or deny a refund.
PF7=BKWD	Use this key to page backward through multiple pages within the refund if you selected more than five receipts on the PAYHIST screen.
PF8=FRWD	Use this key to page forward through multiple pages within the refund if you selected more than five receipts on the PAYHIST screen.
PF9=REFRESH	Use this key to blank out any refund in order to add new refunds to the case.
PF11=NEXT REQUEST	Use this key to display each refund if there are multiple refunds on the case.
PF12=PAYHIST	Use this key to display the PAYHIST screen. You must display the PAYHIST screen in order to select the receipts included in the refund.
PF13=NARRCASE	Use this key to display the NARRCASE screen. Sometimes it is helpful to review narratives when creating a refund. This review could determine which receipts to select or what message to enter into COMMENTS to help explain why the refund is necessary.

PF14=OBLIGHST	Use this key to display the OBLIGHST screen. Verifying the amount of current support due is helpful when sending funds to obligors.
CLEAR=RETURN	Use this key to leave the screen. Also use this key on any screen accessed with a function key to return to the PRREFUND screen. Your keyboard may display the label "PAUSE" or "BREAK" instead of "CLEAR."

Creating the Refund

Once you determine it is necessary to refund money, access the PRREFUND screen. ICAR displays a blank PRREFUND screen. Press the PF12 key to access the PAYHIST screen. After you select the receipts for refund on the PAYHIST screen, press the PF12 key to return to the PRREFUND screen. ICAR displays the information from the selected receipts in the appropriate fields on the PRREFUND screen.

Enter all the appropriate information in the fields detailed above and press the PF2 key to add the refund request to the case. ICAR issues a narrative (SABRE9) documenting the request for a refund.

Note: The worker requesting a refund, the authorizing worker, and CSC all use the PRREFUND screen to process refunds. Each worker has access to the fields on the screen necessary to complete the required action at that worker's step of the process.

SUBMITTING REQUESTS FOR SPECIAL ABSTRACTS OR REFUNDS

Submit your special abstract and refund requests to an authorizing worker after you complete the PRSPECAB or PRREFUND screens. Make sure you enter the worker ID of the authorizing worker in the SEND TO AUTH WRKR field and press the PF2 key twice. ICAR forwards the request to the authorizing worker. In the course of daily work authorizing workers check for submitted requests.

Note: You may initiate a request but not want to submit it for approval immediately. If so, do not enter a worker ID number in the SEND TO AUTH WRKR field. Without an entry in that field, ICAR does not send the request to the authorizing worker.

When you are ready to submit the request, enter the worker ID number of the authorizing worker in the SEND TO AUTH WRKR field. Press the PF3 key twice to modify the request. ICAR forwards the request to the selected authorizing worker. See **Authorizing Worker Approves, Modifies, Denies or Deletes**.

Multiple Requests

You may have multiple PRSPECAB or PRREFUND screens on a case if more than one special abstract or refund is needed to correct the case. A special abstract or refund can be sent to only one person or entity. If multiple persons or entities must receive money, you must complete a separate special abstract or refund for each. This can result in multiple requests.

Even though ICAR allows multiple PRSPECAB or PRREFUND screens active on a case at one time, ICAR does not allow you to use the same receipt on multiple requests at the same time. If you need to special abstract or refund money from one receipt to multiple people or entities you must complete one special abstract or refund before you can make another request on the same receipt.

Deleting Request or Receipt

You may delete a request if you determine that the request was submitted in error or is no longer appropriate.

To delete the entire request for a special abstract, access the PRSPECAB screen and press the PF4 key twice. ICAR issues a narrative (SABRE16) documenting the deletion. To delete the entire request for a refund, access the PRREFUND screen and press the PF4 key twice. ICAR issues a narrative (SABRE17) documenting the deletion. If an authorizing worker has already approved your request, e-mail or call the authorizing worker and CSC that you want to delete the request.

You may also delete specific receipts that are not appropriate for the request. A receipt that you included in the request may no longer be needed to correct the case.

To delete a specific receipt from a special abstract, access the PRSPECAB screen and tab to the “S” field behind the receipt that you wish to delete. Enter a “D” in this field. Press the PF3 key twice to delete the receipt and modify the request. ICAR issues a narrative (SABRE12) for you to complete with the reason for deletion.

To delete a specific receipt from a refund, access the PRREFUND screen and tab to the “S” field behind the receipt that you wish to delete. Enter a “D” in this field. Press the PF3 key twice to delete the receipt and modify the request. ICAR issues a narrative (SABRE14) for you to complete with the reason for deletion.

AUTHORIZING WORKERS

Once you have completed and submitted a request for a special abstract or refund, the authorizing worker reviews each request. The authorizing worker may approve, deny, modify or delete your request.

Approval Authority Maintenance (REGION) Screen

In order to be an authorizing worker, the appropriate worker’s information must be added to the REGION screen. An authorizing worker can be added or deleted on this screen.

Regional collections administrators and certain Central Office staff are authorized to modify this screen. To access this screen, these authorizing staff type REGION in any NEXT SCREEN field and press the ENTER key. ICAR displays the following screen:

D479HR43	IOWA COLLECTION AND REPORTING SYSTEM		DATE: 10/01/04
	APPROVAL AUTHORITY MAINTENANCE		TIME: 13:58:49
REGION:			
S ID OF	WORKER NAME	S ID OF	WORKER NAME
PF3=MODIFY, PF5=INQUIRE			
NEXT SCREEN:		NOTES:	
** PLEASE ENTER REGION NUMBER AND PRESS PF5 **			

Fields, descriptions, and values for the REGION screen are:

- ◆ **REGION:** Enter the region of the authorizing workers you want to view, add, or delete. Press the PF5 key. Valid entries are:
 - 00 Central Office
 - 01 Western Region
 - 02 Central Region
 - 03 Eastern Region
- ◆ **S:** Enter “A” to add an authorizing worker or “D” to delete an existing authorizing worker. Press the PF3 key twice.
- ◆ **ID OF:** Enter the worker identification number of the authorizing worker.
- ◆ **WORKER NAME:** ICAR displays the name of the authorizing worker based on your entry in the ID OF field. When you add a new authorizing worker, ICAR does not display the name until after you press the PF3 key twice.

Function keys on the REGION screen are:

- PF3=MODIFY Use this key to add or delete an authorizing worker or to change information displayed.
- PF5=INQUIRY Use this key to display authorizing workers for a region.

Refund/SPECAB Request (CUE) Screen

The authorizing worker accesses all requests through the CUE screen. To access this screen, enter CUE in the NEXT SCREEN field on any ICAR screen and press the ENTER key. ICAR displays the following screen:

```
D479HR42      IOWA COLLECTION AND REPORTING SYSTEM      DATE: 01/06/05
                REFUND/SPECAB REQUEST QUEUE              TIME: 14:19:29
                                                        PAGE: 1

WORKER ID.....:
REQUEST TYPE.....:
SEARCH CASE NBR.:
    CASE   REQUEST
S   NBR   DATE   WORKER NAME   WORKER
                                TELEPHONE   OFFICE

PF5=INQUIRE, PF7=FORWARD, PF8=BACKWARD, ENTER=SELECT
NEXT SCREEN:      NOTES:
PLACE < S > NEXT TO SELECTION AND PRESS <ENTER>
```

Fields, descriptions, and values for the CUE screen are:

- ◆ **WORKER ID:** Enter a worker ID to view all special abstracts or refunds initiated by that worker.
- ◆ **REQUEST TYPE:** Enter an “S” to display all requested special abstracts or an “R” to display all requested refunds.
- ◆ **SEARCH CASE NBR:** Enter the case number of a specific case to display all special abstracts or refunds associated with that case.

When you press the ENTER key, ICAR displays information about the special abstract or refund requests meeting the selection criteria you entered.

- ◆ **S:** Enter “S” and press the ENTER key to select the specific special abstract or refund request to review. ICAR displays the PRSPECAB screen or PRREFUND screen for the specific request.

Note: You may select all special abstracts or refunds at one time by entering “S,” in succession, next to each request.

- ◆ **CASE NBR:** ICAR displays the case number associated with the special abstract or refund entered on the PRSPECAB or PRREFUND screen.

- ◆ **REQUEST DATE:** ICAR displays the date the worker added the special abstract or refund request on the PRSPECAB or PRREFUND screen.
- ◆ **WORKER NAME:** ICAR displays the name of the worker that initiated the special abstract or refund request.
- ◆ **WORKER TELEPHONE:** ICAR displays the telephone number of the worker that initiated the request as shown on the WORKER screen.
- ◆ **OFFICE:** ICAR displays the office address of the worker that initiated the request as shown on the WORKER screen.

Function keys for the CUE screen are:

- | | |
|--------------|--|
| PF5=INQUIRE | Use this key to display a list of special abstracts or refunds. You must first enter an "A" or an "S" in the REQUEST TYPE field. |
| PF7=FORWARD | Use this key to page forward to the most current cases in the CUE screen. ICAR displays requests from oldest to newest. |
| PF8=BACKWARD | Use this key to page backward to the oldest cases in the CUE screen. ICAR displays requests from oldest to newest. |
| ENTER=SELECT | Use this key to select a specific special abstract or refund request in the CUE. |

Authorizing Worker Approves, Modifies, Denies or Deletes

The authorizing worker may approve, modify, deny or delete a request for special abstract or refund.

- ◆ To approve the request for special abstract or refund, enter an "A" in the APPROVE/DENY field on the PRSPECAB or PRREFUND screen and press the PF6 key. ICAR issues a narrative (SABRE10 for abstracts or SABRE11 for refunds) documenting that the request was sent to CSC for approval.
- ◆ To modify a request before approving it, change the data on the PRSPECAB or PRREFUND screen and press the PF3 key. If you change the amount, ICAR issues a narrative (SABRE12 for abstracts or SABRE14 for refunds) for you to complete with the reason for the change.

- ◆ To delete a specific receipt from the request on the PRSPECAB or PRREFUND screen, tab to the far right hand column and enter “D” by the receipt you want to delete and press the PF3 key twice. ICAR issues a narrative (SABRE12 for abstracts or SABRE14 for refunds) for you to complete with the reason for deletion.
- ◆ To deny the request for special abstract or refund, enter “D” in the APPROVE/DENY field on the PRSPECAB or PRREFUND screen and press the PF6 key. ICAR issues a narrative (SABRE7 for abstracts or SABRE1 for refunds) for you to complete with the reason for denial. ICAR also generates a calendar flag (SABRE2 for abstracts or SABRE1 for refunds) to notify the initiating worker that the request is denied.
- ◆ To delete a request for a special abstract or refund, select the refund or abstract request from the list on the CUE screen and press the PF4 key twice. The request is then deleted entirely from ICAR. ICAR issues a narrative (SABRE16 for abstracts or SABRE17 for refunds) to document the deletion.

ICAR also issues a calendar flag (SABRE4 for abstracts, or SABRE3 for refunds) to notify the initiating worker that the request is deleted.

CSC WORKER ACTIONS

CSC reviews requests for special abstracts or refunds on the CSC Request Queue (CSCQ) screen. CSC reviews each request and may approve, deny, modify or delete the request.

Refund/Specab Request Queue (CSCQ) Screen

To review the request, access all requests through the CSCQ screen. To access this screen, enter CSCQ in the NEXT SCREEN field on any ICAR screen and press the ENTER key. ICAR displays the following screen:

D479HR42	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 11/18/04
	REFUND/SPECAB REQUEST QUEUE	TIME: 14:50:10
		PAGE: 1
WORKER ID.....:		
REQUEST TYPE....:		
SEARCH CASE NBR.:		
CASE	REQUEST	WORKER
S	NBR DATE WORKER NAME	TELEPHONE OFFICE
PF5=INQUIRE, PF7=FORWARD, PF8=BACKWARD, ENTER=SELECT		
NEXT SCREEN: NOTES:		

Fields, descriptions, and values for the CSCQ screen are:

- ◆ **WORKER ID:** Enter a worker ID to view all special abstracts or refunds initiated by that worker.
- ◆ **REQUEST TYPE:** Enter an “S” to display all requested special abstracts or an “R” to display all requested refunds.
- ◆ **SEARCH CASE NBR:** Enter the case number of a specific case to display all special abstracts or refunds associated with that case.

When you press the ENTER key, ICAR displays information about the special abstract or refund requests meeting the above selection criteria.

- ◆ **S:** Enter “S” and press the ENTER key to select the specific special abstract or refund request to review. ICAR displays the PRSPECAB or PRREFUND screen for the specific request.

Note: You may select all special abstracts or refunds at one time by entering “S,” in succession, next to each request.

- ◆ **CASE NBR:** ICAR displays the case number associated with the special abstract or refund entered on the PRSPECAB or PRREFUND screen.

CSC WORKER ACTIONS

Refund/Specab Request Queue (CSCQ) Screen

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- ◆ **REQUEST DATE:** ICAR displays the date the worker added the special abstract or refund request on the PRSPECAB or PRREFUND screen.
- ◆ **WORKER NAME:** ICAR displays the name of the worker that initiated the special abstract or refund request.
- ◆ **WORKER TELEPHONE:** ICAR displays the telephone number of the worker that initiated the request as shown on the WORKER screen.
- ◆ **OFFICE:** ICAR displays the office address of the worker that initiated the request as shown on the WORKER screen.

Function keys for the CSCQ screen are:

- | | |
|--------------|--|
| PF5=INQUIRE | Use this key to display a list of special abstracts or refunds. You must first enter an "A" or an "S" in the REQUEST TYPE field. |
| PF7=FORWARD | Use this key to page forward to the most current cases in the CSCQ screen. ICAR displays requests from oldest to newest. |
| PF8=BACKWARD | Use this key to page backward to the oldest cases in the CSCQ screen. ICAR displays requests from oldest to newest. |
| ENTER=SELECT | Use this key to select a specific special abstract or refund request in CSCQ. |

CSC Worker Approves, Modifies, Denies or Deletes

The CSC worker may approve, modify, deny or delete a request for special abstract or refund.

- ◆ To approve the request for special abstract or refund, enter an "A" in the APPROVE/DENY field on the PRSPECAB screen or PRREFUND screen and press the PF6 key. ICAR issues a narrative (SABRE5 for abstracts or SABRE 2 for refunds) documenting that the special abstract or refund was approved.

ICAR also issues a narrative (SABRE 6 for abstracts or SABRE 3 for refunds) from information displayed in the COMMENTS field on the PRSPECAB or PRREFUND screen entered by the worker requesting the special abstract or refund.

- ◆ To modify a request before approving it, change the data on the PRSPECAB screen or the PRREFUND screen and press the PF3 key. If you change the amount ICAR issues a narrative (SABRE13 for abstracts or SABRE15 for refunds) for you to complete with the reason for the change.
- ◆ To delete a specific receipt from the request on the PRSPECAB or PRREFUND screen, tab to the far right hand column and enter “D” by the receipt you want to delete. ICAR issues a narrative (SABRE13 for abstracts or SABRE15 for refunds) for you to complete with the reason for deletion.
- ◆ To deny the request for special abstract or refund enter “D” in the APPROVE/DENY field on the PRSPECAB screen or the PRREFUND screen and press the PF6 key. ICAR issues a narrative (SABRE7 for abstracts or SABRE1 for refunds) for you to complete with the reason for denial. ICAR also issues a calendar flag (SABRE2 for abstracts or SABRE1 for refunds) to notify the initiating worker that the request is denied.
- ◆ To delete a request for special abstract or refund, select the request from the list on the CSCQ screen and press the PF4 key twice. The request is then deleted entirely from ICAR. ICAR issues a narrative (SABRE16 for abstracts or SABRE17 for refunds), to document the deletion. ICAR also issues a calendar flag (SABRE4 for abstracts or SABRE3 for refunds) to notify the initiating worker that the request is deleted.

NARRATIVES

July 1, 2005

Iowa Department of Human Services
Title 11 Enforcement and Distribution
Chapter W Special Abstracts and Refunds

NARRATIVES

ICAR produces narratives, statuses and calendar flags to assist you in entering case data, monitoring the case, changing case data and tracking events in the case. This section provides you with a facsimile of the narratives and calendar flags. There are no statuses issued in this process.

Process: **SABRE** Number: **1**

Text: Refund Request Denied:

Screen:	Field:	Entry:	Flag:	Status:
		Y	1	

Process: **SABRE** Number: **2**

Text: \$_____Refund Sent To:

At:

:

Refund Requested by:_____. Refund Approved by:_____.

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **SABRE** Number: **3**

Text: Reason for Refund:

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **SABRE** Number: **4**

Text: Available for New Narrative

Screen:	Field:	Entry:	Flag:	Status:
		N		

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Process: **SABRE** Number: **5**

Text: \$_____Spec. Abstract Sent To

At:

:

Abstract Requested By:_____. Abstract Approved By:_____.

Screen: Field: Entry: Flag: Status:
N

Process: **SABRE** Number: **6**

Text: Reason for Special Abstract:

Screen: Field: Entry: Flag: Status:
N

Process: **SABRE** Number: **7**

Text: Special Abstract Request Denied:

Screen: Field: Entry: Flag: Status:
Y 2

Process: **SABRE** Number: **8**

Text: Request for Special Abstract Made. See VRSPECAB Screen for Details.

Screen: Field: Entry: Flag: Status:
VRSPECAB N

Process: **SABRE** Number: **9**

Text: Request for Refund Made. See VRREFUND Screen for Details.

Screen: Field: Entry: Flag: Status:
VRREFUND N

Process: **SABRE** Number: **10**

Text: _____Sent Special Abstract Request to CSC for Approval. See VRSPECAB Screen for Details.

Screen: Field: Entry: Flag: Status:
VRSPECAB N

Process: **SABRE** Number: **11**

Text: _____Sent Refund Request to CSC for Approval. See VRREFUND Screen for Details.

Screen: Field: Entry: Flag: Status:
VRREFUND N

NARRATIVES

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Process: **SABRE** Number: **12**

Text: _____ Changed Special Abstract Amount. Old Amount: \$_____.
New Amount: \$ _____. Reason for Change: _____.

Screen: Field: Entry: Flag: Status:
Y

Process: **SABRE** Number: **13**

Text: CSC Changed Special Abstract Amount. Old Amount: \$_____.
New Amount: \$_____. Reason for Change: _____.

Screen: Field: Entry: Flag: Status:
Y

Process: **SABRE** Number: **14**

Text: _____ Changed Refund Amount. Old Amount: \$_____.
New Amount: \$ _____. Reason for Change: _____.

Screen: Field: Entry: Flag: Status:
Y

Process: **SABRE** Number: **15**

| Text: CSC Changed Refund Amount. Old Amount: \$_____.
New Amount: \$ _____. Reason for Change: _____.

Screen: Field: Entry: Flag: Status:
Y

Process: **SABRE** Number: **16**

Text: Request for Special Abstract Deleted By: _____.

Screen: Field: Entry: Flag: Status:
N 4

Process: **SABRE** Number: **17**

Text: Request for Refund Deleted By: _____.

Screen: Field: Entry: Flag: Status:
N 3

CALENDAR FLAGS

Process: **SABRE** Number: **1**

Text: Refund Request Denied. See Narrative for Explanation.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

Process: **SABRE** Number: **2**

Text: Special Abstract Request Denied. See Narrative for Explanation.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

Process: **SABRE** Number: **3**

Text: Refund Request Deleted.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

Process: **SABRE** Number: **4**

Text: Special Abstract Request Deleted.

Screen:	Field:	Entry:	Narrative:	Status:
		N		



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

February 19, 2002

GENERAL LETTER NO. 11-W-1

ISSUED BY: Bureau of Collections, Division of Child Support, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title 11, Chapter W, ***SPECIAL ABSTRACTS AND REFUNDS***, Title page, new; Contents (page 1), new; and pages 1 through 21, new.

Summary

This chapter is revised to reflect system and policy changes relating to the criteria and procedures for creating special abstracts and refunds to correct distribution of receipts on the Iowa Collection and Reporting System.

Effective Date

Upon receipt.

Material Superseded

This chapter replaces the draft 11-W, dated January 23, 1999, and includes the following policy directives:

PD-63, dated July 15, 1994

PD-95-25, dated November 7, 1995

PD-95-22, dated February 6, 1996

PD-96-05, dated March 10, 1996

PD-97-04, dated July 16, 1997

Additional Information

Refer questions about this general letter to your regional collections administrator.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

July 1, 2005

GENERAL LETTER NO. 11-W-2

ISSUED BY: Bureau of Collections, Division of Child Support, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title 11, Chapter W, *SPECIAL ABSTRACTS AND REFUNDS*, Title page, revised; Contents (page 1), revised; pages 1 through 21, revised; and pages 22 through 27, new.

Summary

This chapter is revised to reflect system and policy changes relating to the criteria and procedures for creating special abstracts and refunds to correct distribution of receipts on the Iowa Collection and Reporting System.

This material on special abstracts and refunds is revised to:

- ◆ Add function key information.
- ◆ Explain screens previously not included.
- ◆ Add information on how to complete the screens.
- ◆ Include new narratives and flags for the special abstract and refund processes.
- ◆ Add additional information on authorizing workers.

Effective Date

Upon receipt.

Material Superseded

Remove the entire Chapter W from Employees' Manual, Title 11, and destroy it. This includes the following:

<u>Page</u>	<u>Date</u>
Title page	February 19, 2002
Contents (page 1)	February 19, 2002
1-21	February 19, 2002

Additional Information

Refer questions about this general letter to your regional collections administrator.